



July 18, 2011

# IVHInsights

## NEWS FROM VOLUNTEER SERVICES

by Diane Lemker

On June 24, two IVH volunteers were honored with a 2011 Governor's Volunteer Award at separate ceremonies.



Colleen Goodman received an Individual Award for outstanding service to residents of IVH at a ceremony in Waterloo.



Lillian McGivern received a Length of Service Award for her 20 years of dedicated service to residents of IVH at a ceremony in Marion.

Congratulations to Colleen & Lillian. They are two examples of the many committed volunteers at IVH who give selflessly of their time to improve the lives of our residents.



Left: IVH Rec Therapist Shellee Jordebrek and residents created unique contest entries for the Iowa State Fair. To learn more, go to our Facebook page.

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## Commandant's Corner

I am sure you are all aware that the recent legislative session was the third longest in Iowa's history. One of the sticking points was the budget. I would like to thank the legislature for finalizing the budget and submitting it to the Governor for signature before the fiscal year ended.

The budget submitted for the Iowa Veterans Home was very fair considering the current economic climate in Iowa and across the country. We enter Fiscal Year 2012 with the same General Fund appropriation we had for FY 2011: \$8.9m.

As we move forward this year we must all continue to come up with ways to better serve our residents. In the last year we've experienced many changes and this next year will be no different. We must continue

to adjust to the needs of our residents and develop new ways to serve those residents who will be coming to the Iowa Veterans Home this next year and beyond. The bottom line we must all learn to do more with less financial resources.

There is good news, however. We are able to continue to replace staff; and, for the first time in a few years, every staff member will receive a pay raise.

Once again I would like to thank the legislature for their support of the Iowa Veterans Home. I am confident as we move forward, we will continue to provide excellent care to our veterans and their families if we work together.

Commandant David Worley

## Storm Cleanup Tips

### General Cleanup Precautions:

- Use gas-powered generators ONLY outside in well-ventilated areas.
- Be aware of hazards from exposed nails and broken glass. Wear sturdy shoes or boots, long sleeves, and gloves.
- Do not touch downed power lines or objects in contact with downed lines.
- Be aware of possible structural, electrical, or gas-leak hazards. If you smell gas or suspect a leak, leave your home immediately and notify the gas company, police or fire department.

### Food Safety Issues:

- Never taste food to determine its safety! You can't rely on appearance or odor. When in doubt, throw it out.
- Do not refreeze food that has thawed completely, especially meat, poultry and seafood.
- Do not refreeze any food that has poor or questionable color or odor.
- Thoroughly cook any food item saved from the refrigerator or refrozen to assure that any food-borne bacteria that may be present is destroyed.
- Keep the refrigerator and freezer doors closed as much as possible when the power is out.

## Heinz Hall Update

by Becky Albertsen

Summer is here and the flowers in front of Heinz Hall are beautiful. Heinz Hall continues to have changes. Some residents are leaving and going out into the community to live and other residents are moving over from Malloy/Dack.

Our Heinz Hall Director, Susan Wilkinson has been moved to the Dack nursing office. We will miss her. We are welcoming Margie Button Unit Manager to replace her.

Some of the Heinz Hall residents have been opening the "Dug Out" on weekends in the afternoons. The Dug Out serves hamburgers, hot dogs, chips, candy, soda, and ice cream bars. All proceeds benefit the activities of the IVH Resident Council.



**IVH Insights** is a twice-monthly publication of the Iowa Veterans Home.

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send to PR/Mktg Dept.

## Regulatory Compliance Update *by Cindi Hineman*

### Quality of Care

The Centers for Medicare Services (CMS) defines quality of care as:

*"Each resident must receive and facility must provide the necessary care and services to attain or maintain the highest practical physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care."*

When surveyors come they will look at the assessment of the resident which is the MDS (minimum data set) which is done on all residents who reside in a long-term care facility on at least a quarterly basis. It is imperative that the assessment be accurate and complete.

The plan of care needs to be implemented consistently based on the information from the assessment. An evaluation of the results of the interventions put in place must be done, along with adjusting those interventions as necessary as the resident's condition warrants.

While a surveyor is here, they will be looking to see that we are following the plan of care consistently over time and all shifts. They will ask the resident about their involvement in the goals on the plan of care.

They will also interview the nursing staff to see if they know the specific interventions for the resident. They will also want to know what the facility policy is, for example, using a lift – what type is to be used. Do staff know how to operate it properly, are they using the correct sling, the correct way, and do they have enough help to perform the lift as directed on the care plan and IVH policy.

They will also ask the staff if they know how, what, when and to whom to report changes in condition.

They also want to see changes in the plan of care based on changes in the resident's needs.

IVH does a great job of this! We just need to be reminded that all of our jobs here is so very important to do consistently and correctly.

## Nursing Department *by Sarah Workman*

The IVH Nursing Department welcomes Laurene Garvis and Susan Wilkinson as Nursing Services Directors. Margie Button has moved to Heinz Hall as Nurse Supervisor 2. Congratulations to Amanda Thill on her promotion from Nurse Supervisor 1 on Malloy 4 North to Nurse Supervisor 2 on Sheeler 3. The IVH Nursing Department welcomed 12 new employees last month.

One of the areas for improvement units are focusing on is adhering to medication reorder dates, with a goal of achieving a 50% savings.

Staff and residents alike are eagerly anticipating the opening of the remodeled Dack Day Rooms. Thanks to all that have helped in the Dack

main floor dining area while the construction has been occurring.

The new cascading pager system will soon begin trialing on Malloy 2 South and Malloy 3 North.

Electronic Care Planning In-Service trainings are currently being held for all RNs.

Another Paid Nutritional Assistant (PNA) Class will be held Wednesday, July 20 from 9 am-3:30 pm. If you have not already taken this class, please sign up (use the on-grounds training request) so you may participate in assisting with resident dining.

## Admissions Update *by Doug Freeman*

The Iowa Veterans Home has 111 residential beds in Heinz Hall. In May of this year Policy 202A was revised to define the services provided for residential living at IVH. Residential care is divided into:

1. Short-term Rehabilitation. This program is for those residents that do not meet the criteria for long-term residential services but require a short period of health stabilization. This may include vocational training or employment. The goal is to assist these residents back to their communities of choice; and
2. Long-term Health Maintenance. These services are provided for those residents that are not capable of living independently but do not require nursing level of care. These individuals require a therapeutic, semi-structured living environment to maintain stable physical and/or mental health. These residents do not meet nursing level of care requirements but, for reasons of age or mental or physical disability, are not able to live in a more independent setting.

Currently the waiting list for residential level of care contains 59 names. The Heinz Hall team, in cooperation with the Admissions Committee, is in the process of screening the applicants based on the revisions to Policy 202A. It has been sometime since IVH has been able to admit from the outside to a residential bed in Heinz Hall. The focus for the past year has been to work with the residents who were certified as residential but were staying in a nursing bed.

The overall census for the past five years is as follows:

June 2007 - 730 residents  
June 2008 - 713 residents  
June 2009 - 717 residents  
June 2010 - 658 residents  
June 2011 - 622 residents

If you have any admissions questions please contact Kathy Kopsa at 641-753-4325.

***"I volunteer with veterans in Story County and have encouraged several people to become residents of the IVH. The care here is top notch."***

*Marci Osmundson – Story City, IA*

## Password Safety *by Rob Buchwald*

Cyber criminals use sophisticated tools that can rapidly decipher passwords. So do you know how to create a good password? And how can you remember more than one of them? Here are some tips and tricks to maintain individual strong passwords for all of your online accounts.

### A Safe Password:

- Cannot be found in a dictionary;
- Contains special characters and numbers;
- Contains a mix of upper and lower case letters;
- Has a minimum length of 10 characters; and
- Cannot be guessed easily based on user information (birthdate, postal code, phone number etc.).

### Create an Easy To Remember Base Password

A computer may calculate faster and

can recognize patterns a lot quicker than any human brain, but one thing it cannot do is be creative. That is your great advantage over hacker tools.

Here are some ideas how you can make it even harder for a hacker to crack your password:

- Randomly replace letters with numbers, e.g. flirt becomes fl1r7;
- Pick a sentence, i.e. your passphrase, and reduce it to first letters of each word only, e.g. "Everything I Do I Do It For You" becomes "EIDIDIFY;" and
- Take a word and reverse spell it, for example "neighborhood" becomes "doohrobhgien."

Find a combination that allows you to incorporate all characteristics and you will have a very secure password.



## SEHARC News

**SEHARC Night with the I-Cubs.** Fun & Fireworks, is Friday August 5th at 7:05 pm. I-Cubs vs Fresno Grizzlies (Giants). Reserved tickets are \$5.00 Section 15 (long 1st base line)



State employees can purchase discounted tickets to any performance of **"Hair-spray,"** July 15-Aug. 7. The code for discounted tickets is DANCE, and can be used online or by phone. "Hairspray" is a Tony Award-winning musical.

Marshalltown Community Theatre Presents **"Bye, Bye Birdie."** Normal ticket prices are \$10 for adults. State employees can purchase five tickets for \$25.00. Show dates and times: Friday, July 22 and Saturday, July 23 at 7:30 p.m. Sunday matinee July 24 at 2:00 p.m. Friday, July 29 and Saturday, July 30 at 7:30 p.m. Martha Ellen Tye Theatre.

The 2011 **SEHARC Golf Tournament** will be held at Terrace Hills Golf Course on August 26. \$30.00 Entry Fee includes Green Fees and Prizes (including several pin events). The tournament is "Individual" stroke play.

For more information about special offers for state employees, go to [www.seharc.org](http://www.seharc.org)

## Relay for Life Event coming up

The **Marshall County Relay for Life** will be held Saturday July 23<sup>rd</sup>, starting at 6pm at the Marshalltown High School Track. Each and every one of us probably knows someone, has taken care of someone, has battled cancer yourself or has lost someone to cancer. Please consider either participating or donating money to this worthy cause.

IVH will have a team, led by Amanda Thill. To learn more about this great event, contact Amanda at 753-4221 or go to [www.relayforlife.org](http://www.relayforlife.org).

## Upcoming Events

Day	Date	Time	Event	Location
Wed	7/20	9am-3:30 pm	Paid Nutritional Assistant training	Dack Bsmt Conf Rm
Thurs	7/21	1:00 pm	Continuing Ins Benefits at Retirement	Conf Rm 6 Malloy Bsmt
Sat	7/23-7/24		Marshall County Relay For Life event	MHS Track
Tues	7/26	9:00 am	IPERS: Purchasing Service Credit	Whitehill Basement
Sat	9/17	10-11:30 am	Don Laughlin Music Festival	Malloy LRC

## Announcements



The **IVH Dugout** will be open every weekend from 1-5 pm (weather permitting) until Labor Day. They will be serving a variety of hot and cold items. Please stop by and enjoy a snack or meal.

*Pictured left: IVH PR/Marketing Director Lisa Purvis (third from left) recently provided a tour to Marci Osmundson (far right) and friends. They enjoyed lunch in the cafeteria and learned more about IVH programs and services*

## Music Therapy in End of Life Care *by Kim Marsh, IVH Music Therapist*

As part of the end of life care at IVH, Music Therapy is offered in a variety of ways. When a person comes to the end of life there are many issues they face at one time or another, and music can be used to help treat some of these issues. Music Therapy is used as an intervention if the person is willing and/or has a history of enjoying music. It is always important to find out if they have a history of enjoying certain types of music or cultural preferences for the type of music that will be used.

As an example, the person may be experiencing a great deal of pain. In addition to medical treatment of pain, it often helps to have a focused distraction from the pain, such as listening to someone sit and play the piano or the guitar and sing to them or with them if they are able. They may have special music they like to listen to using earphones. To promote comfort and relaxation, music can be provided in a variety of ways. There are certain instruments that can be used and certain chord structures and progressions that can assist with comfort and relaxation as well.

Another approach to provide distraction from pain/discomfort is called "guided imagery" where music is provided and they are verbally guided through an "imaginary" world of comfort and peace. The person may also be included in the script writing of the imagery.

If a person is willing and able, they may choose to engage in a musical activity according to their preference, strength and endurance. As they focus on making music with the therapist, they are often distracted from the pain they might be experiencing.

Spirituality often comes into play at the end of someone's life, even if they have not been spiritual in the past. It's important to find out their preferences and beliefs and work with the chaplain that may have worked with them in the past in order to provide spiritual encouragement through songs they are familiar with and comforted by.

Expressing emotions is important to all people, however, at the end of life, it may be critical for the person dying to be able to express themselves but they may not know how to go about it – this can include talking about their illness, their impending death, making amends with friends or relatives who they been estranged from and many other issues. Sometimes just listening to someone sing a song about emotions will trigger important discussions and will help resolve some issues. Other times assisted songwriting will help them express how they feel and the music therapist may work alongside a counselor or social worker to follow through with plans to contact certain people and assist with unresolved issues.

If the person who is dying is unable to participate, speak or respond due to medical or medicinal reasons, then it is important to provide sensory stimulation/intervention on a regular basis – various textures can be used for touch, different instruments can be used for different sounds, and air fresheners/unlit candles and scented lotions can be used for olfactory purposes. The use of touch along with massage and pleasant smelling lotions, the use of live singing while touching the person on the arms or hands can be very comforting; soft materials can be used to touch the person's arms, hands, legs, feet and face while incorporating music about the "soft" things in life.

Finally, there are often other people in the room when someone is near death, be it family, friends, staff and/or caregivers. They may be people who are tired or frustrated or do not know what to do or how to relate to the person dying. In providing music such as live singing/guitar/instrument play incorporating music that is appropriate for the patient, it can often ease the tension in the room. Music therapists are also often called upon to help educate staff and family/friends on how to speak with someone who is close to death and can often provide needed support after the person has died.